
SUMMARY / OBJECTIVE

Business and data professional experienced in process analysis, data quality, system implementation, and operational problem-solving. Seeking a Business Analyst role where I can apply my analytical and technical skills to streamline processes and support business decisions.

CORE SKILLS

Business Analysis: Requirements Gathering • Stakeholder Interviews & Management • Process Mapping • Gap Analysis • Current/Future-State Analysis • Functional Requirements • Data Requirements • Business Rules • Change Requests • Process Improvement • Workflow Analysis

Testing & Implementation: User Acceptance Testing (UAT) • Acceptance Criteria • System Testing • Quality Assurance • Implementation Support • Implementation Documentation • Issue Resolution • User Training • Agile Workflows • Jira • Backlog Management

Data & Reporting: Advanced Excel • Pivot Tables • VLOOKUP • Data Validation • Data Cleansing • Data Quality • Reporting • Power BI • Basic SQL • PostgreSQL

Systems & Technical: Salesforce • Pipedrive CRM • HubSpot CRM • Acumatica ERP • Workday • Airtable • SAP Ariba • Actimize • SharePoint • RxClaim • Confluence • JavaScript • Basic Python • HTML/CSS • JSON • Git/GitHub

PROFESSIONAL EXPERIENCE

Data Quality Analyst / Data Cleansing Specialist

Promera Technologies | Contract

December 2025 – June 2026

- Standardized a previously undefined QA process by mapping workflows, establishing validation requirements, documenting procedures, and defining information sources, resulting in adoption across three additional teams.
- Strengthened data reliability across Acumatica ERP and Pipedrive CRM by establishing required fields, formatting standards, and validation rules for customer and operational information.
- Performed gap analysis on existing QA practices to identify inefficient or unclear processes and helped develop a more structured, easier-to-follow approach.
- Investigated data-quality issues by tracing product and client ownership, file creation history, and source information to determine how incorrect data entered the process and support resolution.
- Gathered business and functional requirements through meetings with COOs, QA staff, developers, and other stakeholders, translating operational needs into documented QA processes and data requirements.
- Managed change requests by documenting reported issues, affected records, requested corrections, and resolution steps while coordinating implementation with appropriate teams.
- Communicated QA findings, project progress, and data issues to stakeholders while managing concurrent quality initiatives and supporting reliable reporting and decision-making.
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Owner / Business & Web Solutions Consultant

PinkardDesign LLC | Charlotte, NC / Remote

2023 – Present

- Translate client business goals into functional digital solutions through stakeholder interviews, requirements gathering, process analysis, and clearly defined project scopes.
- Develop proposals and scopes of work that document functional requirements including pages, e-commerce capabilities, payment processing, forms, integrations, hosting, and other project specifications.
- Conduct gap analysis of existing websites and digital processes to identify missing functionality and recommend new code, features, sections, or technical solutions aligned with client needs.
- Manage change requests throughout development by evaluating requested revisions against project scope, documenting changes, tracking outstanding requirements, and obtaining client approval.
- Validate completed solutions against defined requirements through functional testing of links, forms, payments, checkout processes, responsive layouts, browser compatibility, and SSL/security configurations.
- Manage projects through requirements, design, development, testing, implementation, client training, final acceptance, and post-launch support.
- Coordinate technical implementations and migrations involving WordPress, WooCommerce, Stripe, DNS, SSL, hosting environments, databases, domains, and third-party services while minimizing disruption to client operations.

Data Quality Analyst

Spectrum via Apex Systems | Contract | Remote / Hybrid

July 2025 – November 2025

- Increased the reliability of address and serviceability data by researching discrepancies across internal systems, USPS, GIS, county databases, tax records, Google Maps, and other authoritative sources.
- Resolved complex data issues involving city, state, ZIP code, apartment/lot numbers, house numbers, and account information to support accurate serviceability decisions.
- Managed assigned work through Jira-based workflows, progressing issues through research, review, correction, and completion while maintaining clear documentation.
- Participated in backlog management, regular team meetings, retrospectives, and cross-functional workflows involving analysts and business teams to prioritize and resolve data-quality issues.
- Supported high-volume data-quality initiatives with minimal supervision while maintaining accuracy across complex research and validation work.

Application Implementation Specialist

Prime Therapeutics – Insight Global | Remote

March 2024 – December 2024

- Supported the successful configuration and implementation of pharmacy benefit plans in RxClaim for more than 80 clients, translating policy changes and business requirements into accurate system updates.
- Performed gap analysis by comparing existing benefit configurations against new requirements, identifying necessary changes and updating configurations while preserving applicable existing settings.
- Validated benefit-plan configurations against defined pass/fail criteria, resolving configuration issues and retesting changes to ensure expected policy behavior before implementation.
- Reduced implementation risk through detailed system and acceptance testing that identified discrepancies

before updated benefit configurations were released.

- Streamlined bulk configuration and data-entry processes through advanced Excel formulas and macros, reducing repetitive manual work.
- Collaborated with IT and internal business teams to resolve claims-processing and configuration issues and maintain alignment between client requirements and system behavior.

Data Analyst

DISYS – Block Inc. | Contract / Remote

June 2023 – September 2023

- Enhanced data accuracy by 50% by strengthening validation, cleansing, and data-integrity processes across Workday, Airtable, and Google Workspace.
- Redesigned an overly complex mail-merge workflow into a simpler JavaScript-enabled process, making it easier for users to understand and execute.
- Gathered stakeholder requirements and mapped information flows supporting hiring, promotions, and team changes, documenting processes in Google Docs.
- Increased cross-department efficiency by **50%** through standardized data-sharing processes and reduced data retrieval time by **65%** through better organization.
- Tested the redesigned automation and created supporting documentation before implementation and user adoption.

Data Analyst – Service Delivery & Technical Operations

DISYS – U.S. Bank | Contract / Hybrid

December 2022 – May 2023

- Reduced onboarding time by **40%** through structured data tracking, resource coordination, and operational-readiness processes.
- Developed Excel dashboards, Pivot Tables, charts, VLOOKUPS, and consolidated reports that increased stakeholder visibility into project performance.
- Increased documentation accuracy and oversight efficiency by **40%** through standardized project trackers and compliance reporting.
- Partnered with QA to identify data and documentation gaps before audits and analyzed fraud-related information using Actimize, LEAP, SharePoint, and Hogan.

Data Analyst – Operational Data & Systems

Insight Global – Mood Media | Contract

December 2019 – March 2020

- Standardized an inconsistent tracking process for technical parts, technician assignments, service locations, and job timelines.
- Mapped information flows across Excel, email, departments, and responsible contacts to establish clearer tracking and ownership.
- Created process documentation, spreadsheets, and user instructions and trained team members on the standardized workflow.

ADDITIONAL EXPERIENCE

Data Specialist – TalentBridge / Wells Fargo | 2019

Maintained confidential customer records, resolved recordkeeping issues, and supported accurate information across operational systems.

Data Analyst – Carrier HVAC | 2018

Analyzed warranty and service data and developed Excel reports supporting workflow, claims, billing, and operational decisions.

Loan Document Specialist – Wells Fargo | 2016–2018

Coordinated legal-document workflows and maintained accurate foreclosure records and tracking.

Head Processor – MapAnything Inc. | 2015–2016

Managed Salesforce data and lead distribution and developed Excel tracking used to support management decisions.

Business Analyst / Assistant Intern – Deutsche Bank | 2011–2012

Supported business analysis through executive reporting, project/budget tracking, financial-product research, and workflow documentation.

EDUCATION

Grand Circus — Basic Analytics | 2024

Power BI • PostgreSQL • pgAdmin • Supabase

Nucamp Coding Bootcamp — Full Stack Development | 2020

HTML • CSS • JavaScript • Bootstrap • React • Node.js • Express.js • MongoDB

Pace University — Information Technology

22 College Credits | New York, NY